

4.25 ACCESSIBILITY POLICY AND MULTI-YEAR PLAN

Policy Statement

This accessibility policy and multi-year plan outlines the policies and actions that Toromont will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Toromont is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act and any other regulations as applicable.

This policy will be made available and accessible to all persons upon request and will be posted on Toromont's internal and external websites. This policy will be updated as appropriately, but not less frequently than every 5 years.

Definitions

Disability - Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness

- includes diabetes, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical compensation,
- blindness or visual impediment, deafness or hearing impediment,
- muteness or speech impediment or
- physical reliance on a guide dog or other animal or on a wheelchair or other appliance or device
- A condition of mental impairment, developmental disability or learning disability
- Any injury or disability for which benefits were claimed or received under a provincial insurance plan

Barrier - Anything that keeps someone with a disability from fully participating in all aspects of society because of their disability. Barriers can involve:

- Attitude – the way people think
- Architectural / Structural - relate to design elements of a building
- Information – difficulties in receiving or conveying information
- Technology – technologies can prevent people from accessing information
- Systemic – company policies and procedures can create barriers often unknowingly

Accessible formats – formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include

- Large print
- Braille
- Audio electronic formats, such as DVD/s, CDs

Communication Supports – supports that individuals with disabilities may need to access information. Some examples include plain language formats, sign language, as well as reading out loud, captioning, or using written notes to communicate.

Accessible Emergency Information

Toromont is committed to providing the employees, customers and any other visitors on a Toromont location with disabilities with the company's location specific emergency response plan in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response consideration as needed.

Training

Toromont will provide training to employees, volunteers and contractors on applicable provincial accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and contractors.

Toromont will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Ensure that a training program is made available which meets requirements of the Integrated Accessibility Standards Regulation to all required employees, volunteers, and any other required parties.
- Ensure that this training is completed in a timely manner
- Ensure that leaders within the organization understand their responsibility in ensuring this training is completed

Information and Communication

Toromont is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Toromont will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014:

- Ensure that the Information Technology Department is aware of the requirements under the Integrated Accessibility Standards regulation;
- Ensure that any new websites and content are in compliance with the requirements of the Integrated Accessibility Standards regulation.

Toromont will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Ensure that a process exists for collecting feedback on Toromont's ability to make goods and services accessible to any customer, visitor or other persons coming into contact with Toromont. Feedback processes are available in various accessible formats at all Toromont locations, as well as through the Company website.
- Ensure that other feedback mechanisms will be provided in accessible formats upon request

Toromont will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Identify publicly available company information
- Where appropriate, develop a process to convert or make public information available in accessible formats upon request

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Toromont will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- Conduct an assessment of all websites and content by December 2016
- Develop an action plan to replace and/or convert all content by December 2017
- Execute action over 3 year period to ensure all content meets accessibility requirements by January 1, 2021.

Employment

Toromont is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Toromont will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Review existing recruitment and assessment processes by December 1, 2014
- Identify any existing employment barriers to access and accommodation for people with disabilities by December 1, 2014
- Implement actions to remove barriers by January 1, 2015

Toromont has taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Any employees requiring accommodation must provide documented functional capabilities information completed by a health care professional.
- The documented functional capabilities is used to ensure that any disabilities or other special accommodations are incorporated into the return to work plan

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Toromont is using performance management, career development and redeployment processes by January 1, 2016

- Ensure that all job expectations are defined with any documented restrictions and capabilities for any disabilities taken into consideration
- If individual restrictions or capabilities change, they must be reviewed with the manager and evaluated relative to job expectations to determine if expectations continue to be reasonable.

Design of Public Spaces

Toromont will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible onsite parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Toromont will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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Toromont CAT will provide notice when facilities or services that people with disabilities use to access goods or services are disrupted:

- In the notice, include information about the reason for the disruption, the expected duration and a description of alternate facilities if available.
- Place notice in an obvious location on premises, as well as on website, and other key mechanisms for communicating with the public

Related Documents:

Policy 4.24 Ensuring Equal Access to Goods and Services for Persons with Disabilities

For more information

For more information on this accessibility plan, please contact Human Resources at:

- Phone: 416-667-5511
- Email: humanresources2@toromont.com

Accessible formats of this document are available upon request from the Human Resources Department

Related Documents

Document Management

Effective Date:	January 1, 2014
Last Review Date:	July 2016
Approved By:	Alan Smith
Approvers Signature:	